



MEMORANDUM

DATE	June 21, 2019
TO	Veterinary Medical Board
FROM	Patty Rodriguez, Inspection Program Manager
SUBJECT	Inspection Program Report

Staffing

Staff is working with Personnel and recruitment efforts are underway for three additional inspection positions. The positions consist of two analysts and an office technician. These vacancies will be posted on CalHR's website soon. We anticipate interviews to take place in July and hope to have the additional staff in place by August.

Recruitment is also underway for Inspectors. Interviews for two additional Inspectors will take place later this month. We will be filling a Northern California vacancy and will be adding an Inspector in Southern California.

Inspections

Staff continues to streamline the Inspection Report process in the field as well as in the office. We hope to implement the use of cloud technology for the upcoming Inspection season to greatly reduce the vast amount of paper associated with inspection and compliance documentation. In doing so, we will simultaneously reduce the amount of office space needed for Inspection files. Future projects include a scanning project of past inspection files to Breeze.

Efforts to reduce the compliance document review backlog prior to the start of the start of the new Inspection season continues; the additional staff will greatly assist in this endeavor.

Annual Inspector training is scheduled for August; training consists of two days for returning Inspectors and four days for new Inspectors which include two days of field training. Staff anticipates Inspector performance evaluations to take place this fiscal year as the budget permits.

Statistics July 1, 2018 to June 30, 2019	
Routine Inspections Assigned	463
Routine Inspections Performed	423
Complaint/Probation Related Inspections Performed	36
Complaint/Probation Related Inspections Pending	33
Compliance Document Review	November 2017
Inspection Reports Pending Review	223
Compliance Rate	26%
Average Number Days to Close Inspection	209
Expenditures	\$152,500

Inspection Survey Results

When an inspection is closed, an Inspection Survey is sent with closure letter to the practice. Licensee or practice managers are invited to rate not only the Inspector but also the Board if they have interacted with the Board office. Results of the survey for this fiscal year show consistently high ratings overall for our Inspectors. The results also indicate the effectiveness of the Inspection Program as an educational component of the Board, (*Did our Inspector explain the minimums standard requirements to you – 99.1%*). Results are also highly favorable for Board office contact. Although the area of Timeliness is the lowest (68%), this can be attributed to the backlog in reviewing inspection compliance documents, an area we are actively working to improve.

Did our Inspector fully identify him or herself?		
Rating	FY 18/19	Percentage
Yes	116	100%
No	0	NA
Total Responses	116	

Did our Inspector explain the minimum standards requirements to you?		
Rating	FY 18/19	Percentage
Yes	115	99.1%
No	1	<1%
Total Responses	116	

If deficiencies were noted, were you given adequate time to correct them?		
Rating	FY 18/19	Percentage
Yes	108	100%
No	0	0%
Total Responses	108	

Was our Inspector professional and courteous?		
Rating	FY 18/19	Percentage
Yes	114	98.3%
No	2	<2%
Total Responses	116	

How would you rate our Inspector? Area: Knowledge		
Rating	FY 18/19	Percentage
Excellent	107	92%
Satisfactory	9	8%
Unsatisfactory	0	0%
No Opinion	0	0%
Total Responses	116	

How would you rate our Inspector? Area: Helpfulness		
Rating	FY 18/19	Percentage
Excellent	104	90%
Satisfactory	9	7%
Unsatisfactory	3	3%
No Opinion	0	0%
Total Responses	116	

How would you rate our Inspector? Area: Courtesy		
Rating	FY 18/19	Percentage
Excellent	105	91%
Satisfactory	9	8%
Unsatisfactory	2	1%
No Opinion	0	0%
Total Responses	116	

How would you rate our Inspector? Area: Thoroughness		
Rating	FY 18/19	Percentage
Excellent	105	91%
Satisfactory	11	9%
Unsatisfactory	0	0%
No Opinion	0	0%
Total Responses	116	

Have you ever requested information or assistance from the VMB office?		
Rating	FY 18/19	Percentage
Yes	50	43%
No	66	57%
Total Responses	116	

If yes, how would you rate the service? Area: Timeliness		
Rating	FY 18/19	Percentage
Excellent	34	68%
Satisfactory	13	26%
Unsatisfactory	3	6%
No Opinion	0	0%
Total Responses	50	

If yes, how would you rate the service? Area: Accuracy		
Rating	FY 18/19	Percentage
Excellent	41	82%
Satisfactory	6	12%
Unsatisfactory	3	6%
No Opinion	0	0%
Total Responses	50	

If yes, how would you rate the service? Area: Courtesy		
Rating	FY 18/19	Percentage
Excellent	39	78%
Satisfactory	10	20%
Unsatisfactory	0	0%
No Opinion	1	2%
Total Responses	50	

If yes, how would you rate the service? Area: Effectiveness		
Rating	FY 18/19	Percentage
Excellent	37	74%
Satisfactory	11	22%
Unsatisfactory	2	4%
No Opinion	0	0%
Total Responses	50	

If yes, how would you rate the service? Area: Professional Demeanor		
Rating	FY 18/19	Percentage
Excellent	39	78%
Satisfactory	9	18%
Unsatisfactory	2	4%
No Opinion	0	0%
Total Responses	50	